

## CUSTOMER SUPPORT BRANCH

### IMD HelpDesk

Supply the Tier 2 support staff for PC troubleshooting and software

In and out-processing support for network login and E-mail accounts

Database applications development and maintenance support for locally developed applications, Commercial Off The Shelf (COTS), and Medical Health System (MHS) data management systems

Tier 3 technical support for PC related hardware and software issues

Maintain Information Assurance (IA) requirements for PCs, MHS and locally procured systems; routinely scanning for IA vulnerabilities and maintaining anti-virus (AV) software

Maintains the hospital's information technology

Chief	526-7299
Help Desk	526-7310
Technician/Training	526-7299
Technicians	526-7748
Database Administrator	524-4906



**Mission:** Provide quality and secure information services in a timely manner.

**Vision:** Provide, maintain, enhance, and improve the flow of information services to the entire staff of Evans Army Community Hospital and supported off site entities including Dental, Veterinary, Air Force Academy, and remote clinics.

### The IMD Help Desk

Call: (719) 526-7310 option 3

Email: [evans.helpdesk@amedd.army.mil](mailto:evans.helpdesk@amedd.army.mil)

Let the IMD Help Desk be your first stop for customer service. We direct your information management service questions to the subject matter experts. Use Information Management Services as a way to improve your business processes. Call us and we will assess your needs.

Network accounts

Establish an Army Knowledge Online (AKO) account

Install your new computer and software

Purchase hardware/software

Computer and network repair

Software training

Issue passwords

Evans Army Community Hospital  
Information Management Division  
1650 Cochrane Circle  
Fort Carson, Colorado 80913  
Help Desk (719) 526-7310  
[evans.helpdesk@amedd.army.mil](mailto:evans.helpdesk@amedd.army.mil)  
<http://evans.amedd.army.mil>

**Chief of IMD contact:** (719) 526-7684

## Evans Army Community Hospital



## INFORMATION MANAGEMENT DIVISION

**Enhancing Army Medicine through  
Information Technology**



## NETWORK MANAGEMENT

The Network Management Branch, provides support for the entire MEDDAC, to include server management of special medical applications public drive and specialized network support. Services include:

- Wide Area Network
- Connectivity, monitoring, troubleshooting, improvement
- Server management and administration
- Exchange mail, file/application servers, Web server, etc.
- Network security
- Campus Area Network and Local Area Network access
- Remote access
- DIN-PACS
- Network Manager** 526-7039
- Assistant Manager** 526-2844
- Network Engineers** 526-7162/7519
- DIN-PACS** 524-4272

## COMPUTER SYSTEM SECURITY

Allow our Information Assurance Security Officer (IASO) to assist with all your security concerns.

- Possible system abuse
- Accreditation of your system
- Conduct inspections and provide suggestions to improve the security of information systems
- Schedule computer security training
- Security emergencies including virus control call 526-7310

## COMPOSITE HEALTH CARE SYSTEM/AHLTA SUPPORT BRANCH

The Composite Health Care System (CHCS) and AHLTA are fully integrated Department of Defense health care systems which facilitate patient care by offering a wide range of clinical and administrative services. The CHCS/AHLTA team is located in room 1540.

- Integrated customer support helpdesk - (CHCS/AHLTA)
- Database management
- Functional application support
- Application troubleshooting
- Account management
- System performance monitoring
- Maintenance of existing MHS interfaces
- Weekly application training
- Specialized application training
- ADHOC reports
- In and out-processing support
- Site hardware assessments and enhancements
- AHLTA template management
- AHLTA Web/Intranet access from Evans home page

- Informatics
- Database Administrator** 526-7963
- SAIC Site Manager** 526-7905
- Training** 526-7069/7556
- Informatics** 526-7196

## ADMINISTRATIONS & TELECOMMUNICATIONS

A&T provides an array of services from administrative support to telemedicine. These disciplines are outside of the usual computer support frequently identified with IMD services; however, they play a key role to the medical community as a whole.

- Web and Internet services
- Video teleconferencing
- Medical photography
- Medical videography
- Command policy program
- Forms control
- Postal services
- Records management
- Freedom of Information Act (FOIA)
- Hospital Communications Center
- Pager/cell-phone/calling cards
- Printing and reproduction requests
- Desktop publishing

- Chief** 526-7839
- Communications** 526-7952
- Publications** 526-7217
- Mail Room** 526-7216
- Commo Operators** 526-7000